



Malik Munim

Supervisor

Contact

0332-3331140

munimraza1999@gmail.com

Sector Lilly, Block B, Street 75,
Lane 2 House 9, DHA Homes,
Kalar Syedan Road, Islamabad

About Me

Dedicated and highly organized Supervisor and Administrative Officer with over 8 years of comprehensive experience in office management, team supervision, and operational coordination. Demonstrated success in leading administrative teams, streamlining office procedures, and supporting executive-level operations to enhance overall efficiency. Adept at staff training, performance evaluation, workflow optimization, and conflict resolution. Proven ability to manage budgets, maintain records, handle confidential information, and ensure compliance with company policies and regulatory requirements. Recognized for strong leadership, attention to detail, and a proactive approach to problem-solving in fast-paced and dynamic environments.

Education

- Bachelor of Science (B.Sc)
University of Sindh, Jamshoro 2015 - 2018
- Intermediate in Arts
New Life Public School & College 2012 - 2015

Experience

- Floor Supervisor
Chinese Call Centre, Islamabad 2024 - 2025
 - Held team meetings to gain feedback, provide updates and set policies.
 - Streamlined daily processes for increased efficiency, implementing new procedures and best practices.
 - Resolved conflicts among staff members diplomatically, maintaining a harmonious working environment conducive to productivity.
 - Met with management to discuss work plans and develop enhancements and strategies to achieve operational objectives.
 - Maintained accurate records pertaining to personnel matters such as attendance tracking or performance evaluation documentation.
 - Oversaw employee performance, corrected problems, and increased efficiency to maintain productivity targets.
- Store Supervisor
Suzuki Islamabad Motors, Islamabad 2022 - 2024
 - Supervised daily store activities to ensure smooth operations, proper staffing levels, and adequate inventory control.
 - Maintained high standards of store appearance by enforcing cleanliness guidelines, organizing merchandise displays, and scheduling routine maintenance tasks.
 - Educated and trained staff to equip with knowledge about products, customer service and store policies.
 - Supervised associates by providing direction and instruction for stocking shelves, rotating stock, and receiving deliveries.
 - Managed cash handling processes accurately to maintain financial integrity within the store's daily transactions.
 - Handled escalated customer complaints professionally, offering appropriate resolutions to ensure satisfaction and maintain positive brand reputation.
- Administrative Officer
Hijaz Fiberglass W.L.L, Bahrain 2020 - 2022
 - Created, prepared, and delivered reports to various departments.
 - Maintained accurate records, ensuring timely processing of invoices, payments, and financial reports.
 - Updated reports, managed accounts, and generated reports for company database.
 - Improved communication within the organization through regular updates on policies, procedures, and key events.
 - Managed files and records for clients and adhered to safety procedures to prevent breaches and data misuse.
 - Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.

Skills

- Management Skills

- Leadership

- Communication

- Decision Maker

- Digital Marketing

- Video Marketing

- Affiliate and Influencer Marketing

- Email Marketing

- Social Media Marketing (SMM)

- Critical Thinking

- Team supervision

- Stock management

- Operations management

- Employee motivation

- Retail merchandising

- Customer relations

Languages

- English

- Urdu

- Sindhi

Assistant Store Manager

2019- 2020

Iqra Pharmaceuticals, Islamabad

- Managed cash registers efficiently, ensuring accurate transactions, balancing drawers daily, and minimizing discrepancies.
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Responded to customer concerns, working with manager to significantly raise customer satisfaction ratings.
- Analyzed customer feedback and implemented strategies to improve customer experience.
- Supervised and evaluated staff to help improve skills, achieve daily objectives, and attain advancement.
- Enhanced store appearance for increased sales by maintaining cleanliness and implementing strategic merchandise displays.